

**Questions and Answers for RFP for Web site Design**  
**April 30, 2008**

Q1. Exhibit B asks respondents to indicate how Treasury Staff will update and maintain the site. Is Treasury interested in a content management system that makes updating (and controlling such updates) its web site a very easy task -- similar to using MS Word? Does workflow and approvals capabilities for such a solution interest the Treasury? And if so, how many staff members (users) would need to have the capability to update the site's content?

A1. We would be interested in considering a content management system. 2 or 3 staff members will have access to update the Web site.

Q2. Exhibit C, regarding costs for support. Where and who hosts the site will affect costs related to support, modifications, updates, maintenance, etc. Is the Treasury interested in web site hosting services and related costs? If not, where will the web site be hosted? Inside the ISD network? Outside ISD's network on a treasury server in the ISD DMZ?

A2. We already have our own web server and it is located inside the ISD network within the ISD DMZ.

Q3. Exhibit D, regarding item # 3. Is the Treasury open to a clause of this nature being mutual?

A3. Per section 11 of the RFP, state law prohibits the Treasurer from agreeing to indemnify the respondent. Further, no waiver of immunity can be indirectly waived by way of a mutual indemnity clause unless authorized by statute.

Q4. Can you explain how the database and search function will work from a user perspective? Will the user click on a button or icon then see a list, and then click on something else, etc.?

A4. From a user perspective, the database and search function will work exactly the way it currently does on the Unclaimed Property Web site linked to the Treasury Web site. Users will need to click on a button or an icon to take them to the database to allow them to search names on the database.

Q5. After reading the objective, it sounds like the database and search features and functionalities have already been built and being maintained by another vendor. I gathered this from the statement *"the search feature and database information...have been established and are maintained by another vendor"*.

Having said that, and please correct me if I am wrong, you are looking for a creative agency, like us, to design and build a "creative shell" to go over the "engine" that has already been built by this other vendor. You need a creative agency to design and develop pages that will work with your current ASP / .NET pages.

Am I correct in stating that is what you are searching for?

A5. YES.

Q6. Having looked at the current site, you would need designed pages for:

1. Home page
2. "Search For Lost Money" page
2. "Check the Status of a Previously Filed Claim" page
3. "Business Reporting Requirements" page
4. "FAQs" page

Am I correct in stating those are the pages you are looking to be redesigned?

A6. YES.

Q7. Would you like the ability to easily add and remove downloadable PDF documents to the "Business Reporting Requirements" page?

A7. YES.

Q8. Other than the ability to add, edit and delete PDF forms on the "Business Reporting Requirements" page, what else do you want the ability to update?

A8. One addition we would like to see added to the site and be able to change from time to time would be the ability of claimants to complete forms online without having to download them, print them, complete them, and then mail them in.

Q9. You mentioned videos. Currently there are no videos on the site. Where do you see them coming into play?

A9. We have seen some Web sites that have instructional videos on how to complete forms. If we choose to have one or more videos on our site in the future, we would like that option to be available on our Web site.

Q10. Under Scope of Services (section 5), the RFP says, The ISD server group only supports Microsoft based applications, our question is does this preclude the use of PHP instead of Microsoft's ASP?

A10. Since our server is maintained and hosted by the Department of Finance's Information Services Division, it is our strong preference to use only Microsoft-based applications.

Q11. Under Corporate Information item 8, you seem to indicate that the use of subcontractors is permissible, our question is, is there a limit on the percentage of work performed by the subcontractor?

A11. There is no limit on the use of subcontractors, but all subcontractors and the work they will provide to complete this project must be disclosed in the RFP response.

Q12. When do you feel like the business will actually be awarded?

A12. We hope to award the business by the end of May.

Q13. Based on the Objectives of the site listed in the RFP, it seems like it will be a very simple site. Are you all looking for a "back end" so all copy on the site (other than the property listings) can be edited? From what I understand, the property database itself will be edited through the propriety software already in use. We just want to make sure we are quoting the site correctly.

A13. Yes, we are looking for a way for all content to be edited other than the property listings which are maintained separately.